

## FASIS Communication Plan

This document is to be used as a tool to plan and track distributed information about the FASIS project, including progress made on the system, on business processes, and on data definitions.

### Plan Outline

1. Target Audiences
2. Communication Media
3. Specific Communication Events

- 1. Target Audiences** – this section describes the groups of expected FASIS users and other interested parties, their use of the System, and their need for communication updates.

Audience	Expected use of FASIS	Type/Method of Communication Updates	Frequency
Provost's Office	Strategic Decision-Making, Reporting	Meetings between Associate Provost and Project Director, task force meetings, distributed summaries of meetings , on-going project plans, and milestones	weekly
Steering Committee	Strategic Decision-Making, Reporting	Meetings, email, and distribution of documents to keep abreast of project plan, timeline, and milestones. Approve changes to project plan.	before kick-off meeting, then every other month or as needed when issues cannot be resolved or changes are needed for the project plan
Project Team	Provide design and implementation	Communicate internally in small or larger groups, with Provost's Office, and with Functional and IT Task Forces. Present updates	ongoing

RNR, 4/2010

Faculty/Project Documents/Communication/FASIS Communication Plan.docx

		through project related media (see below).	
Technical Team	Provide technical design and implementation	Communicate internally and with Project Team to review detailed plans (tasks, assignments, action items).	ongoing
Functional and IT Task Forces	Business Processes, strategic decision-making, reporting	Meet to share needs, review detailed plans, and give feedback on tasks, assignments, and action items.	biweekly
School Deans and Faculty Affairs	Strategic Decision-Making, Annual Evaluation/Salary Setting, Reporting	Internal communications within schools, coming from local functional task force members	regular updates, as needed
School Administrators	Business Processes, Strategic Decision-Making, Reporting	Town Hall Meetings, internal communications within schools, coming from functional task force members	quarterly
Faculty	Self tracking, web presence, tools to assist in grant applications and professional interactions	Focus groups, announcements on FASIS web site, internal discussions with functional team members and task force members, as needed for development and testing	at major milestones

2. **Communication Media** – this section describes the various media and the associated target audiences.

Communication Media		
Medium	Description	Target Audience
Meeting with committees and task forces	Various sized group meetings as work sessions or small group discussions	Steering Committee, Associate Provost's Group, Project Team, Task Forces
Email (fasis@northwestern.edu)	Status reports and document distribution	Steering Committee, Associate Provost's Group, Project Team, Task Forces
FASIS web site: <a href="http://www.northwestern.edu/hr/hris/fasis/index.htm">http://www.northwestern.edu/hr/hris/fasis/index.htm</a>	Project Overview, Scope & Objectives, Meeting Agenda and Summaries, Project Documents, Project Sponsors, Q&A, Rule Changes, Data Dictionary, Announcements	All employees
FASIS listserv FASIS, on NUIT listserv system	Status reports, meeting announcements, document distribution (via links to the FASIS web site)	All employees
Town Hall Meetings	Duplicate meetings at both campuses, to explain the project plan, milestones, and objectives and to collect input from prospective users.	School and Department Administrators
Newsletter	Bimonthly description of project plan, milestones, and future developments	All employees
Articles for <i>HR Review</i> and other internal publications	Description of completed milestones	HR and all employees
School Meetings	Report from school task force members, information gathering, as needed, from project team members	Interested groups within schools
Training Materials	Training on rule changes, actions, and processes, both one-on-one and in	Other groups within HR/Payroll and administrative staff

RNR, 4/2010

Faculty/Project Documents/Communication/FASIS Communication Plan.docx

	groups	within schools. Faculty.
--	--------	-----------------------------

3. **Communication Events** – this section is an ongoing listing of major communication events, continuously updated.

<b>Communication Events</b>				
<b>What</b>	<b>Who/Target</b>	<b>Purpose</b>	<b>When/Frequency</b>	<b>Type/Method(s)</b>
Steering Committee Meeting	All Steering Committee members	Review project overview to identify Academic, Functional, IT School Administrator, and Enterprise System representative task force members and review roles/responsibilities	Before kick-off meeting	Meeting
Distribute Project Initiation	Steering Committee, Project Team, Task Force Members	Distribute project overview and letter from the Provost	Before kick-off meeting, before project start date	Email
Project Kick-Off	Steering Committee, Project Team, Task Force Members	Communicate plans and roles/responsibilities	At or near project start date	Meeting
Status Reports	Steering Committee and Task Force Members	Update Stakeholders, Task Force Members, Project Team Members on progress	Monthly	Email

RNR, 4/2010

Project Team Meetings	Entire Project Team or individually as Project Team, Technical Team, Functional, or IT Task Forces, as appropriate	Review detailed plans, tasks, assignments, action items	Regularly scheduled – weekly/monthly or every other month depending on Task Force, plan, and topic.  As needed when issues cannot be resolved or changes need to be made to Project Plan.	Meeting
Task Force Meetings	Functional and IT Task Forces	Review detailed plans, tasks, assignments, action items.	Regularly scheduled – monthly or every other month depending on Task Force, plan and topic	Meeting
Steering Committee Meeting	Steering Committee members, Project Lead, and Project Manager(s)	Update on status and discuss critical issues. Seek approval for changes to project plan.	Regularly scheduled – every other month.  As needed when issues cannot be resolved or changes need to be make to project plan.	Meeting
FASIS Sponsors' Meeting	Pam Beemer, Jake Julia, Jim Young, Kathy Tessorndorf, Laura Koepele-Tenges	Update on progress and discuss critical issues.	Biweekly	Meeting
FASIS Data	Jim Young, Kathy	Working meeting to	Weekly	Meeting

RNR, 4/2010

Faculty/Project Documents/Communication/FASIS Communication Plan.docx

Definition and Business Process Redesign Meetings	Tessendorf, Laura Koepele-Tenges, Debbie Crimmins, Gretchen Oehlschlager, Sonia Cohen, Kathy de la Cruz, Elizabeth Earl, Ruth Reingold	set definitions and processes for next approval levels.		
FASIS Project Web Page	Steering Committee, Project Team, Task Forces, University	General Communications, updates, charter, plans, rule changes, data dictionary, announcements, meeting summaries, Q&A, etc.	Weekly meeting summaries and periodic status updates	Web Page
Town Hall Meetings	School and Department Business Administrators	Explain the project plan, milestones, and objectives and to collect input from prospective users.	Quarterly, first set for 2/23/2010 (CH) and 3/11/2010 (EV)	Open Meeting